

**IN THE UNITED STATES PATENT AND
TRADEMARK OFFICE**

In the application of : **HESSION, Patrick**
: **McCORMACK, Tony**
: **HICKEY, James**

Serial No. : **10/741,518**

Filed : **December 19, 2003**

For : **Methods of monitoring communications sessions in a
contact centre**

Examiner : **Tieu, Benny Quoc**

Art Unit : **2614**

Attorney Docket No. : **920673-95340**

RESPONSE TO OFFICE COMMUNICATION OF FEBRUARY 4, 2008

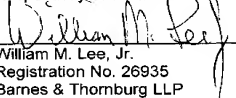
Honorable Director of Patents and Trademarks
PO Box 1450
Alexandria, VA 22313-1450

Dear Sir,

In response to the office communication of February 4, 2008, submitted herewith is a correct copy of the Response to the Office Action of January 4, 2007. Everything should now be in order, and any error that was made is regretted.

February 8, 2008

Respectfully submitted


William M. Lee, Jr.
Registration No. 26935
Barnes & Thornburg LLP
P.O. Box 2786
Chicago, Illinois 60690-2786
(312) 214-4800
(312) 759-5646 – Fax